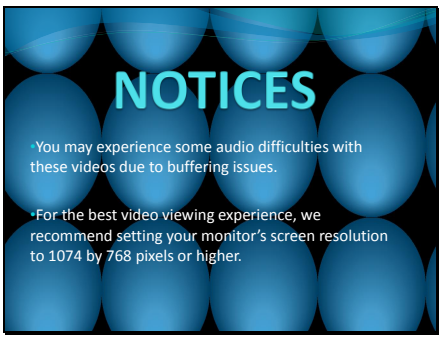
Slide 1



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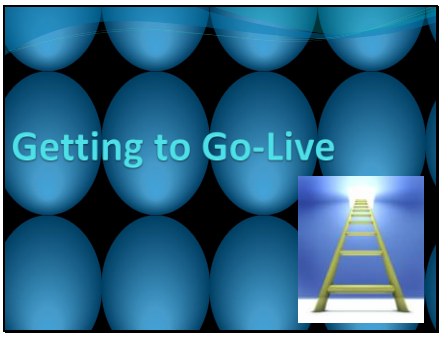


Slide 3

Slide 4

Learning Objectives

We will review these project milestones:

- Testing
- Training
- System Pilot
- Post-Implementation Reviews

Slide 5

Slide 6

Slide 7

Testing

- During Development
- With Users before Pilot
- During Pilot

Slide 8

Testing

An extensive system test plan is a key component in planning a successful project.

Slide 9

Types of Development Testing

- Unit/Component Testing
- Benchmark Testing
- Systems Integration Testing
- User Acceptance Testing

Slide 10

Unit/Component Testing

As each component (logical unit of work) is developed it should be tested for its functionality.

Slide 11

Benchmark Testing

Simulates system operations to determine if the system will meet the criteria for sizing, performance, and capacity.

Slide 12

Systems/Integration Testing

Ensures each component, as delivered by the contractor or system development staff, operates in accordance with design specifications.

Slide 13

User Acceptance Testing (UAT)

Slide 14

UAT testing –

helps your developers get a look at results like…

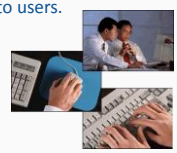
Slide 15

Pass – Failed - Blocked

Slide 16

User Acceptance Testing (UAT)

Testing done by end users to ensure that the application is functioning in accordance with the specifications and defined requirements and is acceptable to users.



Slide 17

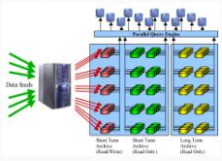
What are the Goals of UAT?

- Validate that the system:
  - Includes all functional requirements
  - Makes correct eligibility decisions
  - Issues benefits correctly

Slide 18

What are the Goals of UAT?

- Test performance of the system
- Identify defects/bugs, and test fixes
- Evaluate efficiency of system
- Identify training needs
- Test the new business processes



Slide 19

UAT Plans

- Test Plan – test all functions and processes of system
- Test using scripts

Slide 20

UAT Plans

- Test Team – include the "right" people

Slide 21

Regression Testing

Ensure the test plan and contract include provisions for regression testing.

***NOTE:** Approval of Federal funding for pilot and or roll-out may depend upon UAT results.*

Slide 22

UAT and Contracts

Contract should include approval of UAT results as:

- Go/No Go point
  - Examples –
    - No Critical Errors (are benefits determined correctly?)
    - No Errors Affecting Logic or Outcome

Slide 23

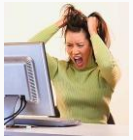
Independent Verification & Validation IV&V

A review process performed by an organization that is technically, managerially, and financially ***independent*** of the project and the developer to:

- ***verify*** whether the product produced fulfills the specified requirements
- ***validate*** whether the project has met all of the stakeholders' requirements

Slide 24

Training Your Users



Slide 25

Slide 26

Training Your Users

What Makes Training Effective?

1. Incorporates what is learned in UAT
2. Is scheduled "just in time"
3. Is "hands on"
4. Does not end at rollout

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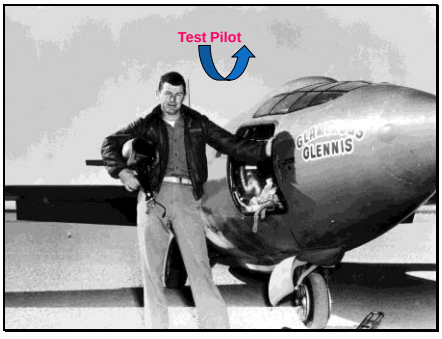

Slide 28

Pilot Test

What a Pilot Should Not Be:

- Simply the first phase of rollout
- A formality to proceed

What a Pilot Should Be:

- A real test of the system
- The extension of system testing into the real world

Slide 29

Pilot Test Goals

- Operate a fully functional system in a "live" environment
- Answer the questions:
  - Did you get what you asked for?
  - What is missing or doesn't meet requirements?
  - Is the system ready to roll-out?

Slide 30

Pilot Characteristics

What are key characteristics of the pilot design?

Where?

- **Case Load**
- **Staff**
- **User Skills**

Slide 31

Pilot Characteristics

Pilot site(s) should balance the need to minimize risk and the need to fully test performance of the system and new business processes it supports.

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Pilot Characteristics

- The environment should include as many variables as possible
- Parallel data processing should run to mitigate risk

1. Can the IT infrastructure handle the system?
2. Are the sites ready ?
3. Was the training effective?
4. What is the learning curve?
5. Did the new business processes work smoothly?
6. Were any changes realized – positive or negative to efficiencies?

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Pilot Characteristics

- Pilot schedule should allow sufficient time to fully test the system and evaluate the pilot prior to a decision to rollout further

Slide 34

Contingency Planning

- Training schedules and logistics?
- Adjustments to workload made in preparation for rollout?
- Costs and Funding?
- The current system's Maintenance contract?

There are risks and costs to action. But they are far less than the long range risks of comfortable inaction.

-John F. Kennedy

Slide 35

Post Implementation Reviews (PIR)

Slide 36

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Slide 38

Post-Implementation Review

Why do it?

WHEN ?

Slide 39

Post Implementation Review

Validates that:

- ✓Program policy is correctly implemented
- ✓Approved IAPD requirements were met
- ✓Project goals and objectives were met

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Post Implementation Review

- ✓Equipment and services are being properly used
- ✓Equipment inventory records are documented and accurate
- ✓Actual costs of the project did not significantly differ from estimates in the most recently approved APDU

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Post Implementation Review

- ✓Cost allocation methodology was complied with and all charges made were for eligible costs
- ✓System meets FNS program's system functional standards

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Post Implementation Review

- ✓System satisfies requirements in the areas of:
  - ✓Accountability
  - ✓Management
  - ✓User training
  - ✓Documentation
  - ✓Security

Slide 43

Post-Implementation Review

What it is not!

The post implementation review is not a certification process.

FNS does ⊘ certify systems.

Slide 44

Post-Implementation Review

Who does it?

The State should conduct their own review. FNS may evaluate the information gathered during the State's review and/or conduct an independent review.

SNAP http://www.fns.usda.gov/apd/SNAP_FSR/2009/09-5_State_Eligibility_System_Review_Tool_V1.pdf

WIC http://www.fns.usda.gov/apd/WIC_FSR/WIC_Full_FSR_Checklist.pdf

Slide 45

Review

We have reviewed these Project Milestones

- Testing
- Training
- System Pilots
- Post-Implementation Reviews

Slide 46

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